



Health Services
LOS ANGELES COUNTY

June 26, 2012

**Los Angeles County
Board of Supervisors**

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TO: Supervisor Zev Yaroslavsky, Chair
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Mitchell H. Katz, M.D.
Director

**SUBJECT: REQUEST TO AMEND INFORMATION
TECHNOLOGY SUPPORT SERVICES
MASTER AGREEMENT (ITSSMA) WORK
ORDERS FOR ZENWORKS AND LINUX
SUPPORT AND DIRECTORY
SERVICES SUPPORT**

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www.dhs.lacounty.gov

*To ensure access to high-quality,
patient-centered, cost-effective
health care to Los Angeles County
residents through direct services at
DHS facilities and through
collaboration with community and
university partners.*

This is to notify you of my intent to request the Internal Services Department (ISD) to: (1) amend Department of Health Services (DHS) ITSSMA Work Order No. 06-2270 for a ZENworks and Linux Support Specialist Consultant with Unified Technical, Inc. to extend the Period of Performance for one year and increase the maximum Work Order amount from \$269,352 to \$382,104; and (2) amend DHS ITSSMA Work Order No. 06-2271 for a DHS Directory Services Support Specialist Consultant with Global Services Resources, Inc., dba ComputerWorks Technologies, to extend the Period of Performance for one year and increase the maximum Work Order amount from \$281,671 to \$406,743.

In accordance with ITSSMA guidelines, prior notice to the Board is required for projects that will exceed \$300,000. These two (2) DHS ITSSMA Work Orders exceed this threshold amount.

BACKGROUND

The DHS Information Technology Branch has many large enterprise projects either in progress or in the planning stages including the DHS migration from a Novell directory structure/GroupWise e-mail application to the Microsoft Active Directory (AD)/Exchange e-mail application. The two ITSSMA Work Orders provide critical Consultant services for these projects.



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The ZENworks and LINUX Support Specialist Consultant serves as the DHS ZENworks Subject Matter Expert (SME) preparing the DHS servers and assisting DHS staff to make the necessary changes to migrate from Novell Directory Services to Microsoft Directory Services. These changes are precursors to the upcoming Electronic Health Record implementation, which is expected to assist DHS in making great advances in providing high-quality and cost-effective patient care.

The Directory Services Support Specialist Consultant serves as the DHS project manager in preparing DHS to make the necessary changes to migrate from Novell Directory Services to Microsoft Directory Services. This Consultant has skills above those of DHS staff including the ability to plan and implement the directory structure migration and has specialized knowledge for the ongoing support and maintenance tasks that DHS will need to perform at a later date.

SCOPE

Pursuant to the term of each Work Order, the Consultants perform the following duties:

ZENworks and LINUX Support Specialist Consultant:

1. Assists in the completion of the development, implementation, and management of application deployment services for the AD Project.
2. Assists in the migration to AD 2008.
3. Provides AD management services.
4. Provides project management assistance.
5. Creates technical documentation and management reporting.
6. Mentors DHS staff to assume monitoring and support functions once migration to AD has occurred.

Directory Services Support Specialist Consultant:

1. Assists in the completion of the planning, implementation through interaction and coordination with ISD and the vendors and assures final deployment throughout DHS for the AD Project.
2. Manages the migration of the HSA, Ambulatory Care, and EMS facilities to AD 2008.
3. Provides AD management services.

4. Provides project management assistance in the larger DHS implementation.
5. Creates technical documentation, user training assistance, and management reporting.
6. Mentors DHS IT staff to assume monitoring and support functions once migration to AD has occurred.

JUSTIFICATION

DHS continues to have insufficient resources and specific skills to plan, develop, and implement the migration of all of DHS from the Novell directory structure/GroupWise e-mail application to the Microsoft AD/Exchange e-mail application. Many hours have been spent in the planning and development of this project. These amendments will be the final amendments. During this amendment period, the Consultants will mentor DHS staff to the point where staff have the skills and experience necessary to support future operational responsibilities. If additional work is needed, DHS will request authorization from the Board to execute a new contract for these services.

FINANCIAL IMPACT

The current maximum obligation for ITSSMA Work Order No. 06-2270 is \$269,352 with a proposed increase of \$112,752, and for a revised total ITSSMA Work Order maximum obligation of \$382,104.

The current maximum obligation for ITSSMA Work Order No. 06-2271 is \$281,671 with a proposed increase of \$125,072, and for a revised total ITSSMA Work Order maximum obligation of \$406,743.

The funds for these ITSSMA Work Orders are currently in the Fiscal Year 2011-2012 Health Services Administration operating budget and have been requested in Fiscal Year 2012-2013.

CLOSING

Consistent with ITSSMA policies and procedures, we are informing the Board of our intention to proceed with amending these two ITSSMA Work Orders for a final time. DHS will not request any additional extensions or increases to the dollar amount for these Work Orders. If no objection is received from the Board within ten (10) business days of Board notification, we will instruct ISD to proceed with the execution of these ITSSMA Work Order amendments.

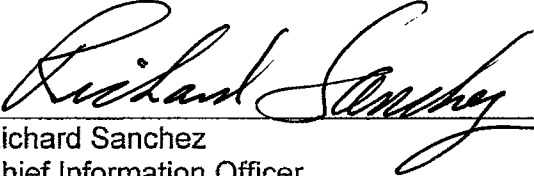
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If you have any questions or require additional information, please let me know or your staff may contact Kevin Lynch, DHS Chief Information Officer, at (213) 240-8128.

MHK:lr

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Chief Information Office
Internal Services Department

REVIEWED BY:


Richard Sanchez
Chief Information Officer


Date